



**REPUBLIC OF RWANDA  
MINISTRY OF JUSTICE**



**RWANDA FORENSIC LABORATORY  
P.O BOX 979 KIGALI**

# **CLIENTS' SERVICE CHARTER**

**FIRST EDITION**

**FEBRUARY 2023**

## FOREWORD

On behalf of Rwanda Forensic Laboratory (**RFL**), I am honored to present to you this Service Charter entailing RFL services, to inform our clients about their rights and obligations.

RFL Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability in our service delivery.

This Service Charter spells out the role of Rwanda Forensic Laboratory (**RFL**) and highlights the services offered as well as requirements therein. It lists the departments in which our services can be accessed and the guiding legal instruments.

The development of this Service Charter clearly signifies our commitment to serve our Clients, Stakeholders, Development Partners and the General Public at large with a view to create a better and mutual understanding thus enhancing our service delivery.

I wish to conclude by reiterating our commitment to ensure that quality service is provided rightly all the time and to uphold our promise to provide quality forensic services.

  
**Lt Col. Dr. Charles KARANDWA**  
Director General



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## LIST OF ACRONYMS

N <sup>o</sup>	Acronyms	Description
1	RFL	Rwanda Forensic Laboratory
2	KFL	Kigali Forensic Laboratory
3	NPPA	National Public Prosecution Authority
4	QMS	Quality Management System
5	DNA	Deoxyribonucleic Acid
6	LIMS	Laboratory Information Management System
7	Min	Minutes
8	Hrs	Hours
9	ISO	International Organization for Standardization
10	RNP	Rwanda National Police
11	CSC	Clients' Service Charter

## INTRODUCTION

Forensic services in Rwanda started being offered in 2005 through the collaboration between the National Public Prosecution Authority (NPPA) and the Rwanda National Police (RNP) under the department named Kigali Forensic Laboratory (KFL).

To bridge the gap between the judicial system and forensic sciences, the government has upgraded the KFL to the Rwanda Forensic Laboratory as a public institution established by the Law N°41/2016 of 15/10/2016 determining, its mission, organization and functioning. Having legal personality and enjoying administrative as well as financial autonomy, RFL is governed by relevant laws as it was published in an Official Gazette N° special of 18/10/2016.

Rwanda Forensic Laboratory (RFL) was inaugurated and became fully operational in April 2018, to strengthen the capabilities of conducting scientific analysis of evidence to support the Rwanda Judicial system.

## MISSION

Providing its clients with services of conducting scientific analysis of evidence for judicial purposes and services requested by individuals or other institutions and organizations whether inside or outside the country.

## VISION

To build and develop an internationally recognized forensic laboratory system that provides timely and highest possible quality forensic science services which effectively meet the needs of the criminal justice community for the fair administration of justice.

## VALUES

Every RFL employee is a critical member of a team committed to professional excellence through:

- » Integrity
- » Impartiality
- » Professionalism

## RESPONSIBILITIES OF RFL

- ▶ To collect, package, transport, receive, store and analyze evidence from the scene of the crime;
- ▶ To conduct a scientific analysis of evidence for judicial purposes;
- ▶ To take and analyze samples relating to the following:
  - » Fingerprints, deoxyribonucleic acid (DNA) and other proofs in relation to a person's body, that are necessary to discover the truth;
  - » Poison, drugs, alcohol and other toxic substances;
  - » Documents, signatures, weapons and any other thing purportedly used in the crime committed.
- ▶ To analyze electronic evidence for judicial purposes;
- ▶ To issue to the applicant a certificate of forensic results;
- ▶ To keep data related to its mission;
- ▶ To conduct research and provide training to foster the development of activities falling within its mission.

# QUALITY SERVICE DELIVERY COMMITMENT POLICY STATEMENT

Dear Esteemed Customers,

Rwanda Forensic Laboratory (RFL), we envision more effective, efficient and result-oriented forensic services that provide quality scientific evidence to meet the needs of the criminal justice community for the fair administration of justice.

To achieve the above vision, we at Rwanda Forensic Laboratory commit ourselves to consistently providing quality forensic services that meet the requirements and expectations of our customers and stakeholders.

## TO IMPLEMENT THIS POLICY, WE COMMIT OURSELVES TO:

Deliver quality forensic services in a timely, reliable and consistent manner while complying with applicable legal and regulatory requirements;

Having our services accessed conveniently by all our customers and stakeholders;

Respond pro-actively and creatively to the unique demands of our customers and stakeholders;

Provide our services with professionalism, empathy and inclusiveness irrespective of age, gender or disability of our customers and stakeholders;

Maintain the quality assurance of our services by setting and following processes and procedures;

Providing and maintaining all required high technology and standardized forensic laboratory infrastructure for the operation of our processes and a conducive workplace for our employees;

Enhance service excellence by promoting continual improvement of our processes through implementing quality service delivery standards and supporting not only justice but also services requested by individuals or other institutions and organizations whether inside or outside the country by providing quality forensic evidence.

Our commitment to quality service delivery is made by all Rwanda Forensic Laboratory employees and is an integral part of our responsibilities.

RFL management will ensure that this policy is communicated, understood, maintained and implemented at all levels.

# RFL CLIENTS' RECEPTION STANDARDS

Rwanda Forensic Laboratory clients' reception standards serve to ensure the provision of quality services to external and/or internal clients within a conducive environment and ensure quality service delivery standards are followed within RFL and are time-bound.

## GENERIC CLIENTS' QUALITY SERVICE DELIVERY STANDARDS

The purpose of outlining these generic clients' quality service delivery standards is to communicate to clients the prerequisites for the provision of forensic services. The clients should be able to state clearly the forensic service in need.

Clients should be able to fulfil the requirement for the forensic service needed according to the rules and regulations in place.

Clients are responsible for the payment of services as pre-payment for private clients and post-payment for public institutions. Any exception to this standard shall be authorized by competent authorities.

Clients are required to submit non-ambiguous samples/exhibits & requisition documents to enhance the provision of quality service.

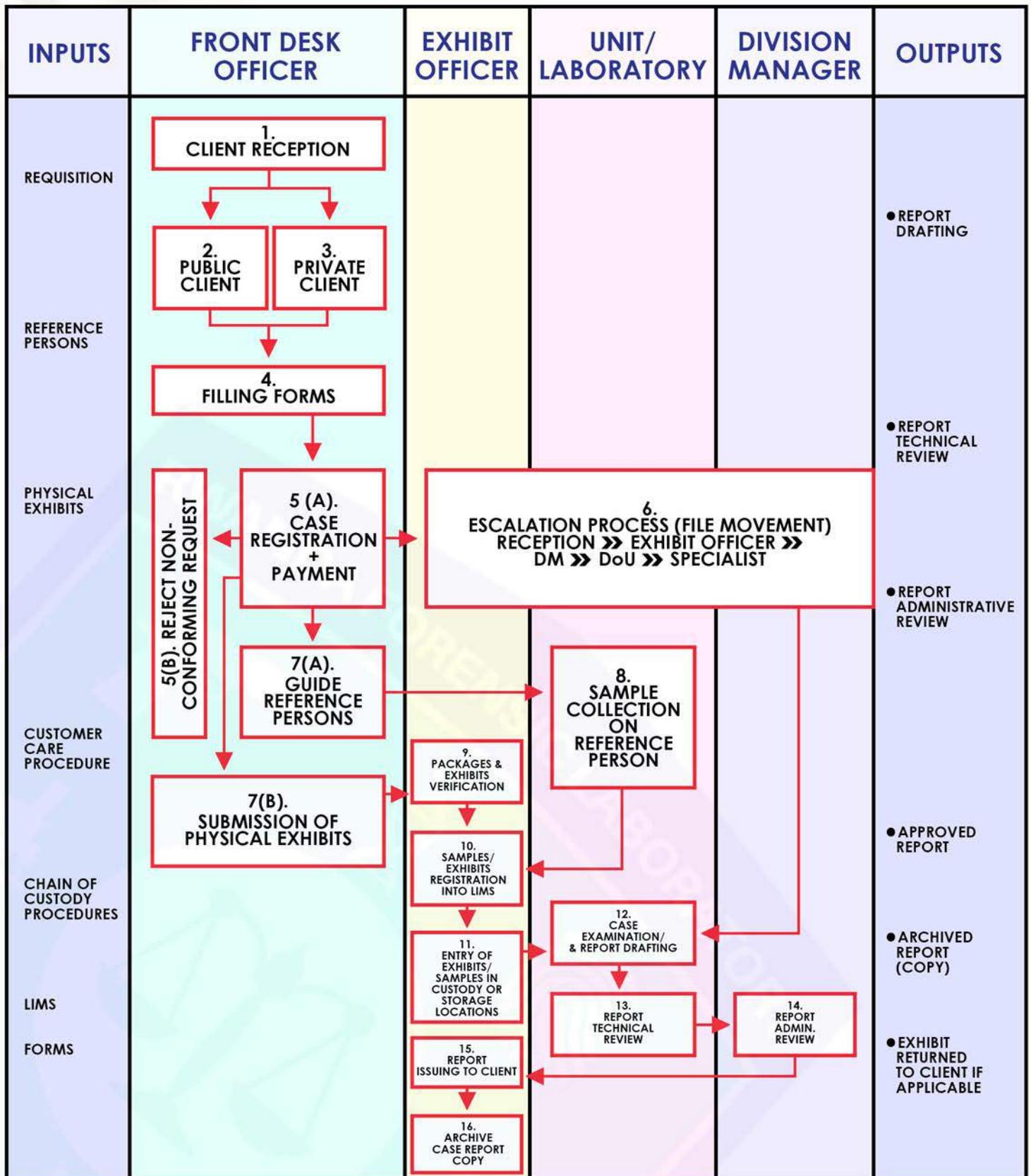
## FORENSIC SERVICES OPERATING HOURS

The forensic services shall be provided to clients except on officially recognized public holidays, from Monday to Friday, 7:00 am to 5:00 pm, but on Friday we close at 3:00 pm.

However, RFL may operate 7 days/24 hours depending on the circumstance in context. Except during lunch and tea breaks all staff are expected to be in their respective workplace to deal with clients' requests or issues.

Lunch break starts at 12:00 a.m. and ends at 13: 00 p.m. and not all staff within the same work area shall go for a lunch break at the same time. There shall be at least one person available in the work area at all times for clients' emergencies or clients' cases activities.

# RFL'S PROCESS WORKFLOW OVERVIEW & CHAIN OF CUSTODY



## RFL'S DEPARTMENTS AND SERVICES OFFERED

### »» Services offered by Reception to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Reference person's request details registration into LIMS	A signed consent form, proof of payment/purchase order, requisition form, customer ID/Passport, and Birth certificate.	20 min
2	Physical exhibit's request details registration into LIMS	Requisition form, purchase order/proof of payment, details of the requestor.	20 min
3	Information desk services	N/A	5 min
4	Proforma Invoice preparation	Requisition/Request.	5 min
5	Courier reception and dispatch	Courier package, courier log	5 min

### »» Services offered by Exhibit Office to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Request and exhibit verification	Requisition form, purchase order/proof of payment and exhibits/samples.	10 min
2	Exhibits/Samplers registration into LIMS	Requisition form, purchase order/proof of payment, physical exhibits.	10 min
3	Exhibits/samples distribution to forensic analysts via LIMS	Assignment of case/exhibits to analysts via LIMS	3 min
4	Case reports distribution to customers	ID/Passport of the customer (if applicable), proof of payment and delivery note.	10 min
5	Return of exhibits to customer	Copy of the requisition, purchase order/proof of payment and delivery note.	10 min

### »» Services offered by DNA Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Stain search and recovery services		14 days
2	Kinship DNA Testing Non-Express	Requisition, ID/Passport of reference persons, proof of payment/ purchase order, physical exhibits/samples.	7 days
3	Kinship DNA Testing Express		3 days
4	Bones Testing		6 months

### »» Services offered by Microbiology Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Body fluids or punctures examination (Microscopy, Staining & Culture)	Requisition, proof of payment/ purchase order, samples/exhibits.	7 Days
2	Swabs examination (Microscopy, Stain & Culture)		
3	Urine Culture		
4	Coproculture		
5	Blood culture		
6	Sperm culture		
7	Water Culture (Coliform Water Test)		
8	Food/Milk/Sorghum beer Testing		

### »» Services offered by Questioned Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Signature Examination	Requisition, proof of payment/ purchase order, questioned exhibits and reference exhibits.	7 Days
2	Counterfeit Examination		5 Days
3	Handwriting Examination		7 Days
4	Authenticity Examination		7 Days
5	Detailed analysis of documents		14 Days
6	Exam of charred documents		7 Days

### »» Services offered by Fingerprint Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Latent print recovery	Requisition, proof of payment/ purchase order, physical exhibits and reference person fingerprint/footprint.	3 Days
2	Fingerprint/Footprint Examination		
3	Fingerprint/Footprint comparison		

### »» Services offered by Digital Forensics Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
<b>A. MOBILE FORENSICS</b>			
1	Smart Phone Recovery	Requisition, proof of payment/ purchase order, phone handset/exhibit.	7 Days
2	Data Recovery		

3	Mobile Device Forensics		7 Days		
<b>B. COMPUTER FORENSICS</b>					
4	Data Imaging and Acquisition/Data Recovery	Requisition, proof of payment/ purchase order, computer device/exhibit.	7 Days		
5	Forensics Examination and Analysis				
<b>C. NETWORK FORENSICS</b>					
6	Collect/ Acquire Data from Network Devices	Requisition, proof of payment/ purchase order, data collection at the site.	7 Days		
7	Network Forensics (Full)				
8	Postmortem Forensic Examination				
9	Real-Time Analysis				
10	Full Content data Network-Based Evidence				
11	Session Data Network-Based Evidence				
12	Alter data Network-Based Evidence				
13	Statistical data Network-Based Evidence				
14	Analyzing Firewall Logs: Cisco				
15	Analyzing Firewall Logs: Check Point				
16	Analyzing IDS Log				
17	Analyzing IDS Logs: Juniper				
18	Analyzing IDS Logs: Check Point				
19	Analyzing Honeypot Logs				
20	Analyzing Router Logs				
21	Analyzing Router Logs: Cisco				
22	Analyzing Router Logs: Juniper				
23	Analyzing DHCP Logs				
24	Perform Incident Detection and Examination				
25	Monitor and Detect and Analyze Wireless Network Attacks				
26	Other Network Forensic Services on Demand				
<b>D. EMERGING TECHNOLOGIES FORENSICS</b>					
27	Collect/ Acquire Data from IoT devices			Requisition, proof of payment/ purchase order, data collection at the site.	7 Days
28	Collect/ Acquire Data from Cloud Computing Devices				

29	Cloud Forensics Full	Requisition, proof of payment/ purchase order, data collection at the site.	7 Days
30	IoT Forensics Full		
31	Other Emerging Technologies Forensic Service on Demand		
<b>E. FORENSIC EXPERT WITNESS SERVICES</b>			
32	Expert Witness	Request, proof of payment/ purchase order.	1 Days
33	Digital Forensics Client Consultation/ Research (Day)		7 Days
34	Digital Forensic Legal Report		7 Days

### ➤ Services offered by Ballistics and Tool Marks Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
<b>A. FIREARMS &amp; AMMUNITION</b>			
1	Firearms Examination	Requisition, proof of payment/ purchase order, exhibit.	5 Days
2	Bullet Examination		
3	Cartridge Case/ Shotshell Case Examination		
4	Cartridge/Shotshell Examination		
5	Shotshell Component Examination		
6	Range Determination Clothing (2 Holes)		
7	Range Determination Patterns		
8	Serial Number Restoration		
<b>B. TOOL MARKS</b>			
1	Tool Marks Examination	Requisition, proof of payment/ purchase order, exhibit.	5 Days
2	Footwear and Tire Tracks Examination		
<b>C. MULTIMEDIA</b>			
1	Video Analysis	Requisition, proof of payment/ purchase order, exhibit.	10 Days
2	Image Analysis		
3	Image & Video Analysis		
4	Audio Analysis		

## ➤ Services offered by Toxicology and Blood Alcohol Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Opioids/Opiates Analysis	Requisition, proof of payment/ purchase order, exhibits/reference person(s), ID/Passport of the reference person if applicable.	3 Days
2	Cannabinoids Analysis		
3	Cocaine and its analogues Analysis		
4	Amphetamine, Methamphetamine and their metabolites Analysis		
5	LSD (Lysergide) and its derivatives Analysis		
6	Hydroxybutyrates Drugs		
7	Phencyclidine (PCP) and Phenylcyclohexyl Analogues Analysis		
8	Barbiturates Analysis		
9	Benzodiazepines Analysis		
10	Unknown Narcotics and Psychotropic Drugs (NDPS) Analysis		
11	Pesticides Analysis		
12	Blood Alcohol Analysis		
13	Full Toxicology Analysis		7 Days

## ➤ Services offered by Drugs and Chemistry Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Opioids/Opiates Analysis	Requisition, proof of payment/ purchase order and exhibits.	3 Days
2	Cannabinoids Analysis		
3	Cocaine and its analogues Analysis		
4	Amphetamine, Methamphetamine and their metabolites Analysis		7 Days
5	LSD (Lysergide) and its derivatives Analysis		
6	Hydroxybutyrates Drugs		
7	Phencyclidine (PCP) and Phenylcyclohexyl Analogues Analysis		
8	Barbiturates Analysis		
9	Benzodiazepines Analysis		
10	Unknown Narcotics and Psychotropic Drugs (NDPS) Analysis		
11	Pesticides Analysis		3 Days 7 Days
12	Alcoholic beverages		
13	Pharmaceuticals drugs (Any type of molecule) Analysis		
14	Poisonous Plants (Any molecule of active principles) Analysis		
15	Unknown NDPS Analysis		
16	Unknown Compound (Full scan)		

## » Services offered by Pathology Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Full Autopsy	Requisition, proof of payment/ purchase order and exhibits/dead body.	14 Days
2	External examination (constant de décès)		1 Days
3	Body reconstruction		
4	Deceased toilet		
5	Notification of death/examination to confirm death		
6	Mortuary		1 Days
7	Formalisation		N/A
8	Partial Thanatopraxie/ Thanatopraxy embalming		1 Days
9	Death crime scene investigation expertise		
10	Other crime scene investigation expertise		
11	Death certificate		Requisition, proof of payment/ purchase order, ID/Passport of the request and Birth certificate or any other official document which proves the relationship with the deceased person.

## » Services offered by Clinical Medicine Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	RSSB: CMI (Certificate of first constatation, certificate medical initial)	Requisition, proof of payment/ purchase order, ID/Passport of the requestor/victim).	1 Days
2	RSSB: Occupational diseases/maladies professionnelle/travail		
3	RSSB: Consolidation		
4	Counter expertise including court request		5 Days
5	Medical expertise (trauma)		
6	Medical expertise (trauma) private request		
7	Forensic medicine expert consultation		1 Days
8	Driving-fitness examination and certificate		
9	Certificate of consolidation		
10	Medical certificate for fitness		
11	Pre-Nuptial certificate		
12	Another Medical certificate (if format to be filled)		

### »» Services offered by Finance Unit to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Payment of Invoices	Copy of the contract, invoices, request for payment, delivery note, CIT, QUITUS fiscal if applicable	15 Days
2	Purchase order preparation	Requisition of the user, copy of the contract	3 Days
3	Issuing of proof of payment	Copy of invoice, request	2 Days

### »» Services offered by Procurement to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Tenders advertising (National)	Tender documents	30 days
2	Tenders advertising (Intl')		45 days
3	Notification awarding	Evaluation report	21 days
4	Contract signing		22 days
5	Reply to customers' inquiries/complaints	Customer complaints/inquiries	7 days
6	Good completion certificate	Request from the contractor	

### »» Services offered by Administrative Assistance to DG's Office to clients

N <sup>o</sup>	ADMIN ASSISTANCE TO DG'S OFFICE SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Guest reception and orientation	Call notification	5 min
2	Customer document orientation and feedback	Letters, Requests, Invoices, Circular, MEMO, ...	3 days
3	Emails response	Email notification	1 day
4	Mails documentation and distribution	Mail package and ocumentation	1 day

### »» Services offered by Logistics to clients

N <sup>o</sup>	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Receive incoming goods	Purchase order, copy of the contract, delivery notes and invoices	2 Days
2	Distribution of consumables	Approved requisition form	1 day
3	Vehicle requisition		30 Min

## »» Services offered by PR & Communication to clients

Nº	FORENSIC SERVICES OFFERED	SERVICE REQUIREMENTS	TIMELINESS
1	Answers to customer calls	Call notification	5 min
2	Emails handling	Email notification	1Day
3	Visit management	Inquiries	3 Days
4	Media inquiries	Inquiry notification	Inquiries
5	Customer inquiries		30 Min

# RFL FORENSICS FOR JUSTICE

# CONTACT & ADDRESS OF RWANDA FORENSIC LABORATORY

## Geographic Location:

East Africa,  
Rwanda-Kigali City

- Gasabo District/Sector: Kacyiru,
- Cell: Kibaza, Village: Virunga,
- KN 8 Ave, Kigali - Rwanda, Opposite the Rwanda National Police Headquarters.
- P.O Box 979 Kigali, Rwanda
- Phone: +250 788 320 930 / +250 788 382 735
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- E-mail: [info.forensics@rfl.gov.rw](mailto:info.forensics@rfl.gov.rw)

RFL uses various social media platforms to communicate to the general public and customers:

- Whatsapp: +250 788 320 930
- Tweeter: @forensicsrwanda
- Web site: [www.rfl.gov.rw](http://www.rfl.gov.rw)

